



Philip L. Browning
Director

COUNTY OF LOS ANGELES

Child Support Services Department



February 6, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Philip L. Browning
Director

SUBJECT: INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDERS FOR THE CHILD SUPPORT SERVICES DEPARTMENT

This is to notify you of my intent to request the Internal Services Department (ISD) to execute fifteen (15) Work Order extensions through June 30, 2007 for a total of \$762,160 under the Information Technology Support Services Master Agreement (ITSSMA) to obtain contractual staff for the Child Support Services Department (CSSD) Information Technology Bureau. Execution of these Work Orders is necessary to allow CSSD's Information Technology staff to continue the support of the ACSES Replacement System (ARS), Los Angeles County's child support case management system, and numerous, ongoing projects that must be completed to effect our transition to the California Child Support Automated System (CCSAS). In accordance with the ITSSMA guidelines, prior Board notice is provided. There is **no net County cost**, as this budget item is fully funded by State and Federal funds.

BACKGROUND

CSSD continues to utilize the ITSSMA process to augment its technical resources and to help the department meet its critical information technology needs. With the technical and programming assistance obtained through ITSSMA Work Orders, the system has continued to successfully perform as it was designed. The ARS system registered collections of over \$494 million last fiscal year and assisted the Los Angeles Child Support Services Department to manage almost 500,000 cases, representing 26 percent of California's child support caseload. As a result of the State's selection of ARS as the host child support automation system for Orange and San Diego Counties and the conversion of those counties' caseloads to ARS in April 2002, our system now successfully supports approximately 43 percent of California's child support cases.

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In addition to the maintenance and operation of ARS, our technology staff, supplemented by ITSSMA consultants, performs database administration, architects ARS components and supports a number of third-party software products. Just as important, IT staff provides support to the ARS Consortium (the ARS steering committee comprised of representatives from Los Angeles, Orange and San Diego Counties), makes State-mandated or approved ARS enhancements, administers the department's LAN and email system, develops new Lotus Notes and Web applications, maintains computer hardware and software inventories and provides valuable management information and direct customer (end-user) support. See Attachment 1.

Moreover, the technology staff will assist with the replacement of ARS by the new statewide automation system currently being developed by the California Department of Child Support Services (DCSS) in compliance with federal and state legislation. CCSAS is a fully integrated system. The conversion will be accomplished in two phases. The first phase was recently completed with the successful conversion of Los Angeles County to CCSAS Version 1 on May 1, 2006. Version 1 entailed the conversion of the payment processing operations of all California child support agencies to a centralized location known as the State Disbursement Unit (SDU). A new, enhanced version of CCSAS (known as CCSAS Version 2) will be developed in the second phase, and is currently planned for November 2008. The completion of CCSAS Version 2 will mark the termination of the remaining child support case management systems in the state—ARS and CASES. The contract personnel identified in Attachment 1 are required to supplement existing staff and expertise, and to complete critical projects that are required prior to statewide conversion. We believe the contract staff is crucial to the State's efforts to obtain Federal System Certification and the avoidance of millions of dollars in federal automation penalties.

SCOPE OF WORK

The Work Orders shown on the attachment will support the following projects in this department:

- California Child Support Automated System
- Multiple DAC (Distribution Account) Project
- Enhancement to the CIIP process (Bi-directional Data Exchange)
- Enhancement to the Service Vendor Process (Automatic Return File)
- Multiple Wage Assignment for Multiple Employers
- Interface with Work Number (Locate Tool)
- Interface with "Cell Phone" Providers (Locate Tool)
- Registrar Recorder Interface (for San Diego County)

- Management and Administrative Systems
- Network Strengthening and Isolation
- Storage Area Network

These projects are required to: facilitate CCSAS implementation; maintain the current ARS child support case management system; comply with State and Federal reporting and program requirements; facilitate LAN administration; strengthen computer security; maintain service levels to Consortium members; enhance customer service to our constituents; and support departmental administrative functions. Please note that these projects conform to our Business Automation Plan as required by the Chief Information Officer.

JUSTIFICATION

Over the past two years, CSSD has reduced its vendor need from 26 to 15. Nine of the work orders were terminated and two of the contractors were hired as permanent County employees. CSSD continues its efforts to hire permanent County employees to fill its technology positions. Despite aggressive efforts, we have not been able to attract qualified applicants. Other County departments have experienced the same challenge.

Notwithstanding the above, the need for nearly all of these work orders will be greatly diminished in FY 2008/09 with the implementation of CCSAS. Once the new statewide system is operative, most, if not all, work orders will be terminated as many of the functions of the local staff will be centralized and operated by DCSS.

Until the State's automated child support system is completed and ARS is phased out, CSSD will continue to require the assistance of these ITSSMA contractors to supplement our existing IT staff. Several of our consultants perform highly specialized, technical and database functions and have extensive knowledge of ARS. This is especially true for staff performing database administration, systems programming, and Call Center support. Additionally, several consultants will directly participate in CCSAS implementation and will be essential to our overall effort to obtain Federal certification.

The department recognizes that a reliance on contract staff is problematic, but the inability to attract comparably qualified permanent replacements with available items remains a reality. Using the ITSSMA consultants to supplement current CSSD technology staff will allow the department to maintain current service levels, meet accelerated State timelines, and enhance our current pool of talent and expertise.

The services received under the Work Orders are essential to the effective functioning of our department and to our successful transition to the new statewide system. We

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rely heavily on automation to manage our massive caseload, locate parents and their assets through interfaces with other federal, state and local databases, and for communication within our department and with other jurisdictions. Further, ARS requires constant refinements and modifications to keep pace with regulatory changes and the ever-evolving needs of the department. Hence, having experienced contract staff with first-hand knowledge of our operations and business systems is necessary to avoid the slowdown in work or the delay in processing child support for the children and families of Los Angeles County.

FISCAL IMPACT

The total amount of the Work Order extensions for the remainder of fiscal year 2006-07 is \$762,160. The amount to be expended for the Work Orders will be fully offset by State and Federal revenue. There is **no net County cost**.

CLOSING

Pursuant to the ITSSMA policies and procedures, your Board has two weeks from the date of this notification to review and comment on this request with any concerns you may have. If we do not hear back from your Board within two weeks, the department will instruct ISD to proceed with the execution of the ITSSMA work order extensions. If you or your staff has any questions or comments, please don't hesitate to contact me or David Jacobson of my staff at (323) 832-7191.

PLB:lg

Attachment

c: Executive Officer, Board of Supervisors
Chief Administrative Officer
County Counsel
Internal Services Department

NOTED AND APPROVED:

JON W. FULLINWIDER
Chief Information Officer

ITSSMA CONSULTANTS

Child Support Services Department

	CURRENT PROJECT	WORK ORDER #	ITSSMA VENDOR	SPECIALTY	EXISTING WORK ORDER TERM	REQUESTED WORK ORDER EXTENSION	EXISTING WORK ORDER AMOUNT	REQUESTED EXTENSION AMOUNT	NEW W/O MAXIMUM
1	Network/Capacity Planning	N01-0277	Endeavor Systems Consultants, Inc.	Technical Support Specialist	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$110,250	\$41,160	\$151,410
2	ARS Case Management Process	N01-0285	Endeavor Systems Consultants, Inc.	Application Developer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$119,700	\$44,520	\$164,220
3	ARS Financial Process	N01-0283	Todd Saalman & Associates, Inc.	Application Developer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$126,000	\$47,040	\$173,040
4	Management and Systems Reporting	N01-0279	Endeavor Systems Consultants, Inc.	EDP Business Analyst	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$121,275	\$45,080	\$166,355
5	Unisys Systems Programming	N01-0276	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$144,900	\$53,760	\$198,660
6	Unisys Systems Programming	N01-0275	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$133,875	\$49,840	\$183,715
7	Unisys Systems Programming	N01-0273	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$140,175	\$52,080	\$192,255
8	Database Administration	N03-0076	Endeavor Systems Consultants, Inc.	Database Administrator	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$129,150	\$48,160	\$177,310
9	Unisys Systems Programming	N01-0274	Endeavor Systems Consultants, Inc.	Unisys Systems Programmer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$140,175	\$52,080	\$192,255
10	Unisys Systems Programming	N01-0284	Systems Experience, Inc.	Application Developer	07/01/06 - 03/30/07	03/31/07 - 06/30/07	\$102,375	\$37,800	\$140,175
11	CCSAS R2 Projects	N7E-0045	Logic House, Inc	QA Manager	11/15/04 - 03/30/07	03/31/07 - 06/30/07	\$708,240	\$75,600	\$783,840
12	WEB Development	N04-0490	Unified Technical	Net Specialist	8/19/05 - 03/30/07	03/31/07 - 06/30/07	\$341,100	\$47,040	\$388,140
13	CCSAS R2 Projects	N7E-0063	Solitsys Technologies	Business Analyst	2/14/04 - 03/30/07	03/31/07 - 06/30/07	\$429,360	\$58,800	\$488,160
14	Call Center Support	N7F-0025	The Engineers Group	Technical Specialist Data Admin	6/28/06 - 03/30/07	03/31/07 - 06/30/07	\$132,300	\$36,400	\$168,700
15	Lotus Notes Development	N04-0533	Unified Technical	Admin Application Developer	3/9/06 - 03/30/07	03/31/07 - 06/30/07	\$150,000	\$72,800	\$222,800
	2/8/2007					TOTAL	\$3,028,875	\$762,160	\$3,791,035